Since 1998 Excalibur Data Systems has provided consulting to organizations on the design and implementation of Service Desk, IT Service Management and Enterprise Service Management Platforms, ITIL and Best of Breed technology solutions. Our team loves to create innovative solutions and engage with the community.

Below you will find just a small sampling of the innovations we've created for the Cherwell platform and a number of the community engagement activities we participate in.

Visit our website at www.excaliburdata.com to see the full list of innovation and community engagement activities.

Innovation

Excalibur has developed many innovative mApp solutions for the Cherwell platform that are available on the Cherwell mApp Exchange. Click here to see a more extensive list.

Booker: This mApp is a comprehensive conference room management solution. With Booker, you are able to create and manage meeting requests, meeting request approvals, auto conference room availability checking, recurring meeting functionality, conference room meeting conflict resolution and much more! We have partnered with sigmaGO to provide a mobile solution that works seamlessly with the Booker mApp. Click here to find it on the Cherwell Marketplace.

Personnel Processing: This mApp provides a basic framework for your organization to begin personnel processing with Cherwell. With the out-of-the-box configuration, it supports; on-boarding, off-boarding and employee transfers, capturing the requirements for setting up the employee, and more. This mApp is designed to be modified and expanded to suit the needs of your organization and its on and off-boarding processes. Click here to find it on the Cherwell Marketplace.

Quality Assessment: This mApp provides the ability to assess a call, email or a chat conversation had by your service desk analyst. The reviewer can attach a recording, link a ticket and score each of the questions. Questions can be answered as Yes, No, Partial or N/A. Responses recorded with a N/A will be omitted from the overall scoring matrix. Click here to find it on the Cherwell Marketplace.

EXCALIBUR DATA SYSTEMS

## Successful Strategic Solutions
United States | Canada

Community Engagement

We look for every opportunity to engage the entire Cherwell and the IT Service Management/Enterprise Service Management communities. Leveraging omni-channel platforms, the Excalibur team shares and imparts general and specific knowledge of all things ITSM/ESM. In addition, content such as webinars, virtual events, etc., are provided on various related topics to compliment our regularly scheduled events.

Visit www.excaliburdata.com/upcomingevents to check out our calendar of upcoming events.

The Quest for Collaboration is a weekly crowd-sourced brainstorming and mutual support event. Quest is designed to connect Cherwell professionals together to share ideas and collaboratively assist with the challenges business' face today. We meet every Wednesday from 3 PM - 4 PM EST. Become the hero your company needs you to be. Simply put it on your calendar, and join when you can, for however long you want to.
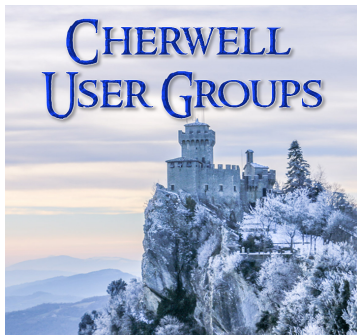
Our Excalibur team attends all Cherwell user groups across North America sharing our guidance and expertise. Unlike other vendors' user group events you may have attended, the agendas for Cherwell User Group meetings are always decided by customers to ensure the content for each meeting is relevant. We hope to see you there, make sure to say hello to our team!
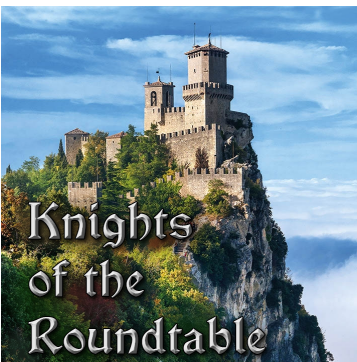
The Knights of the Roundtable event is designed to showcase solutions developed by customers and Cherwell experts. During the Roundtable, customers showcase their solutions to common challenges businesses face. This is a chance to engage with peers and experts on various topics and gain insight into how their solutions were developed. Additionally, we have added an exclusive Excalibur Roundtable Forum to extend and unite our community.